



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF:

Stuart et al.

Grp. Art. Unit: 2645

Application No: 09/366,114

Examiner: S.P. Sing

Filing Date: August 2, 1999

Date: June 11, 2003

SYSTEM AND METHOD FOR  
PROVIDING A SERVICE TO  
A CUSTOMER VIA A  
COMMUNICATION LINK

Atty. Dkt. No: Stuart-ISAM

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Technology Center 2600

RESPONSE TO FINAL OFFICE ACTION

In response to the Final Office Action dated April 10, 2003, please consider the remarks below and the attached Declaration.

Claims 1-25, 27-36 and 38-39 are pending in this application. All of these claims stand rejected under 35 USC §102(e) and/or 35 USC §103(a) over Gisby and/or Shaffer et al. In other words, all of the rejections are based at least in part upon one of those two references. However, Applicants respectfully assert that the cited references are not prior art against the claims of the present application. To support this assertion, the attached Declaration of inventors under 37 CFR §1.131 demonstrates that the invention was conceived before the earlier filing date of the two references, and that due diligence was exercised in an effort to reduce the invention to practice until the application was filed on August 2, 1999. Since neither Gisby nor Shaffer et al. can now be considered proper prior art against the claims of the present application, Applicants respectfully request that all of the outstanding rejections be withdrawn.

This application is now believed to be in condition for allowance of claims 1-25, 27-36 and 38-39. However, if the examiner believes that some minor additional clarification would put this application in even better condition for allowance, the examiner is invited to contact the undersigned attorney at (812) 333-5355 in order to hasten the prosecution of this application.

Respectfully Submitted,

Michael B. McNeil

Reg. No. 35,949

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250048  
6/18/03  
I certify that this paper or fee was mailed with sufficient postage via first class mail on the 11th day of June, 2003 to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450; Name Printed : Carrie Strenning; Signature *Carrie Strenning*